



## EnrollRI FAQs – Providers

### ***Why are my courses listed as “enrollment closed” in Go Sign Me Up?***

As we move to the EnrollRI platform for Spring '21, Go Sign Me Up is to be used for **browsing** course options only. For students to **pre-register** for courses, they should visit [EnrollRI.org/acn](https://enrollri.org/acn) and click on “Register for Spring 2021 Courses.”

### ***If I have changes to my course, can I update that in the system myself?***

No, providers will need to reach out to the ACN team ([acn@ride.ri.gov](mailto:acn@ride.ri.gov)) to inquire about making course changes in the system. *At this time, we are **not accepting course changes** and are only able to change fields which are incorrect.*

### ***Students or families have told me that they enrolled in my course in EnrollRI, but they are not showing up as enrolled. Why?***

When students are pre-registered for a course, they are automatically placed on the course’s “waitlist” until their school point of contact approves them for the course. Once the school member approves the student it may take up to 24 hours for them to appear on the course roster, as enrollments are processed by the system once per day. If it’s been several days and they are still not there, please ensure that the student

### ***I am a school member or provider who should have access to the new platform using my email address but am unable to log in. Why?***

The ACN platform is built using Salesforce. If you have another Salesforce account associated with your email, you will have to add “.acn” to the end of your email as each email/username can have only one Salesforce account associated with it. If this applies to you, you should have received an email from RIDE/EnrollRI with your login credentials. (Ex: if my email is “jane.doe@gmail.com” and I already use a Salesforce platform to manage attendance for my school, my login for the ACN platform will be “jane.doe@gmail.com.acn”).

### ***How many EnrollRI accounts can each provider have?***

Each provider can have one provider admin account and one instructor account. We recommend that the accounts are tied to a shared/generic email address to ensure that everyone has access to retrieve a forgotten password, etc.

### ***Will providers who are also in EnrollRI’s charter system have separate credentials for ACN?***

Yes. If you are not sure of your organization’s EnrollRI credentials for the charter application, please contact [helpEnrollRI@ride.ri.gov](mailto:helpEnrollRI@ride.ri.gov).

### ***For providers who are currently running yearlong courses, will information in Go Sign Me Up (course rosters and attendance) be transferred over to EnrollRI?***

Information for students currently enrolled in a yearlong course or who have already pre-registered for a Spring '21 course in GSMU will be transferred over to EnrollRI. Students will have to create a new account in EnrollRI using the same email and phone number they used for GSMU for a seamless transition (and that information should have been emailed to students/families in advance of the pre-registration window).



***Why are the enrollment numbers for my courses that appear on my dashboard outdated?***

The reports on your Salesforce dashboard do not automatically update, so you must click “refresh” at the top of the screen to see updated information.

***Will providers be able to see students who have signed up and are awaiting school approval?***

Yes, students who have pre-registered or applied for your course and not yet been approved by their school are on the “waitlist.”

***Can I remove enrolled students from my course roster?***

No. Parents and students can remove themselves during the two-week add/drop period for academic courses. No student drops are permitted outside this add/drop period. In the event that the provider is not able to contact the student/family at all, reach out to the ACN team and we can drop them from your roster.

***What is the registration period for enrichment courses?***

For enrichment courses, the registration deadline is the day before the beginning of the course.

***What happens if by the end of add/drop we have too few enrolled to meet our minimum? Can the course be canceled at that point?***

There is no imposed minimum requirement, so the course does not have to be cancelled. Providers will only be paid per pupil attending.

***Are Providers expected to post course materials and content on the EnrollRI platform?***

No, the platform hosts only registration, school approval, attendance and grades.

***Can students receive a Pass/Fail grade or are letter grades required?***

Letter grades are required for all ACN courses.

***What information are students required to share in the ACN platform?***

Required fields in the student profile include student name, student date of birth, address, student phone, student personal email, parent/guardian email, district, and school.

***Will providers have access to student transcripts from the previous system?***

As we are phasing out Go Sign Me Up, please contact the ACN team at [acn@ride.ri.gov](mailto:acn@ride.ri.gov) if you need access to student transcripts.

***Who do I contact if I need to change my organization’s point of contact?***

If you need to change your organization’s point of contact (see “Questions and Contact Information” on [RIDE’s ACN website](#) for a list of provider contacts), please reach out to the ACN team at [acn@ride.ri.gov](mailto:acn@ride.ri.gov).

***Are ACN courses added to high school transcripts?***

Schools and districts may vary in how they grant credit, but academic courses taken through the ACN will show up on high school or post-secondary transcripts, depending on the course. Enrichment courses are not credit-bearing. Elementary students may only take enrichment courses.



***Will students who do not meet the prerequisites for a course be able to register for that course?***

Students have to indicate that they meet the requirements for the course, so they will not be able to enroll if they do not meet the requirements.

***Do non-public school students have access to ACN opportunities?***

Yes, limited seats are available for private, parochial, and home school students at RIDE's discretion. These students will be approved in the system by the RIDE team.

***Will ACN expand to offer summer courses?***

Yes, the ACN will have courses available for Summer 2021. Please stay tuned for more information.

***Who should I contact if I have questions?***

Please visit the EnrollRI website ([EnrollRI.org/acn](https://enrollri.org/acn)) or the [RIDE website](#) for more information and resources, such as EnrollRI training and instructional materials. If you still have unanswered questions, reach out to [helpenrollri@ride.ri.gov](mailto:helpenrollri@ride.ri.gov) with platform/registration questions or [acn@ride.ri.gov](mailto:acn@ride.ri.gov) with ACN program questions.